



TRAFFORD
COUNCIL

Trafford Council

Older Peoples' Housing Strategy (2020-2025)

Consultation Feedback Report



March 2019

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Consultation Feedback

Trafford Council does not currently have an Older Peoples' Housing Strategy. To address this gap, a Draft Older Peoples' Housing Strategy is currently being prepared, with a focus on people aged over 55 years. The aim of the Strategy is to deliver an integrated approach to the housing needs of older people in the borough; to enable them to maintain their independence and maximise quality of life by remaining in their own homes and to make active and informed choices where necessary or desired, for suitable housing, care and support. The Strategy identifies some key themes to improve the range and quantity of housing provision for older people. It also contains an action plan and priorities for the Council to focus on.

This consultation was to find out what stakeholders and residents want from older people's housing, and what their thoughts are about supported housing services, the current accommodation on offer to older people, the amount of accommodation that needs to be built and where it should be built within Trafford.

The Methodology

Trafford Council undertook a public consultation to obtain views, comments and feedback from residents, interested parties and organisations on current and future housing need and support for Older People. Consultation began on Monday 7th January 2019 and ran for a period of 6 weeks up until Sunday 17th February.

Two online surveys were created; one for residents to complete and the other aimed at stakeholders, and interested parties/organisations. The stakeholders were emailed directly inviting them to take part. Regarding the residents' survey a link was available on the Council's website following a press release and publicity via Facebook and Twitter. In addition, anyone who took part in the resident survey was entered into a free prize draw to win a £100 Love to Shop gift voucher which was kindly donated by Kingsley Healthcare who sponsored the Survey. Please see Appendix 1 and 2 to view a copy of both surveys.

In total, 83 responses were received to the residents' survey and 11 completed the stakeholder survey on behalf of an organisation, comprising a local authority, and private sector organisations including from the voluntary/charity sector.

In addition, to the online surveys a Stakeholder Roundtable event was held on Friday 22nd February 2019. This took place at Trafford Town Hall, and 23 people attended from a mix of Registered Providers, the NHS, Trafford Council and charities. Stakeholders were asked to comment on the emerging evidence regarding older people's housing, to consider the implications and to raise any questions.

The group was split into four tables, with a facilitator on each, and six questions were put forward for discussion:

1. What do you think is the main reason people move into older person accommodation?
2. Would you say onsite care and support services are vital in older person housing?
3. From your knowledge what are the most important aspects of the accommodation for older residents, and how many bedrooms?
4. What type of specialist older people's housing would you say is most in demand?
5. What changes and adaptations does your organisation have to do the most often?
6. Do you have issues regarding letting/selling your older people's accommodation?
7. The stakeholder survey and vacancy rates said this wasn't the case, do you support this?

Feedback from the Residents' Survey

Information about...the individual

The majority of people that completed the survey were female (55%), with 34% being male and 11% preferring not to say.

Looking at where respondents lived, the M41 (Urmston and Davyhulme) postcode area was the most popular, followed by M32 (Stretford) and M33 (Sale / Ashton Upon Mersey).

Figure 1 below shows that, 18% of the respondents were aged under 55 years old; 46% were aged 55-64, 14% were aged 65-74, 7% were aged 75-84, 2% were 85-94, and 12% preferred not to say.

Figure 1: Age of Respondents

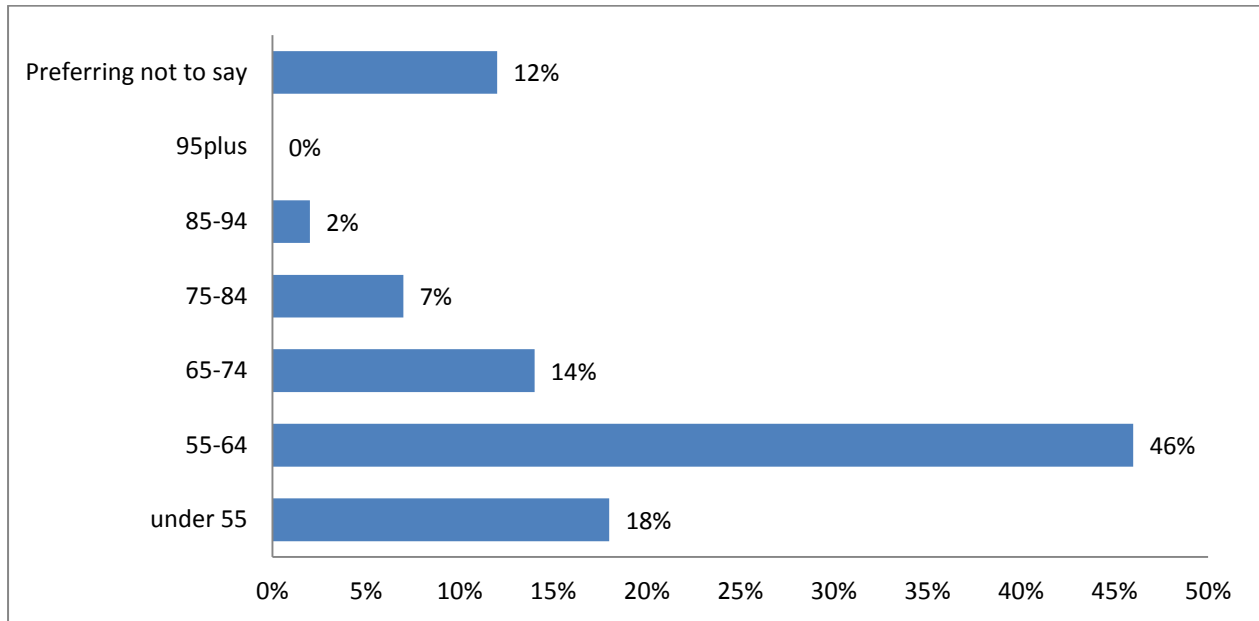


Figure 2 below shows 33% of respondents classified themselves as having a limiting long term illness or disability; 54% as having no limiting long term illness or disability; and 13% preferred not to say.

Figure 2: Percentage of Respondents with limiting long term illness or disability

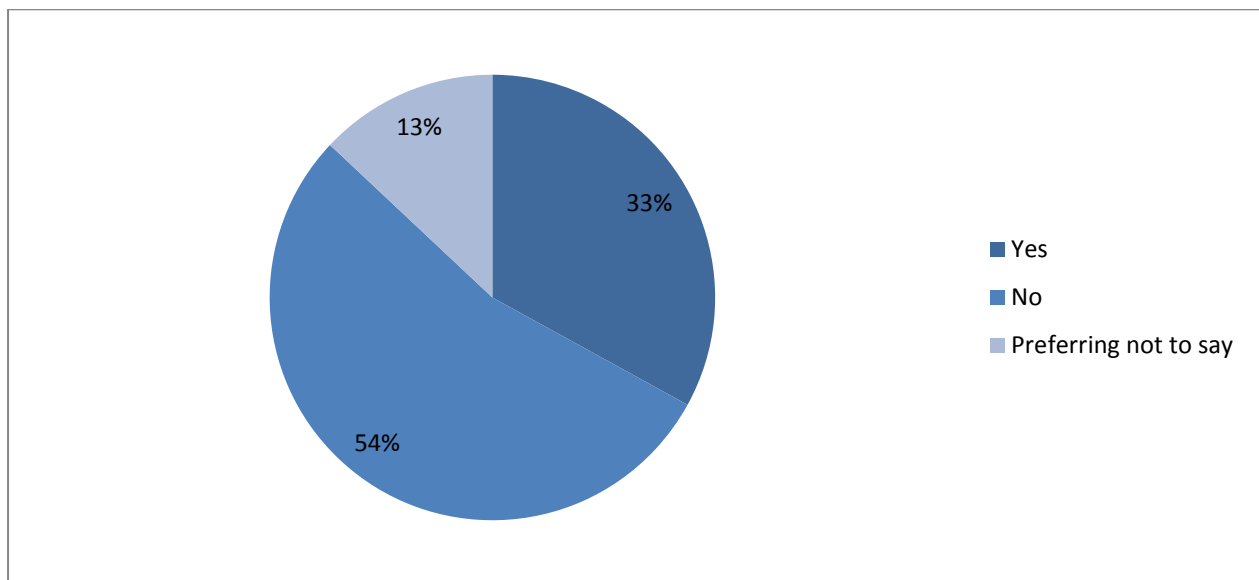
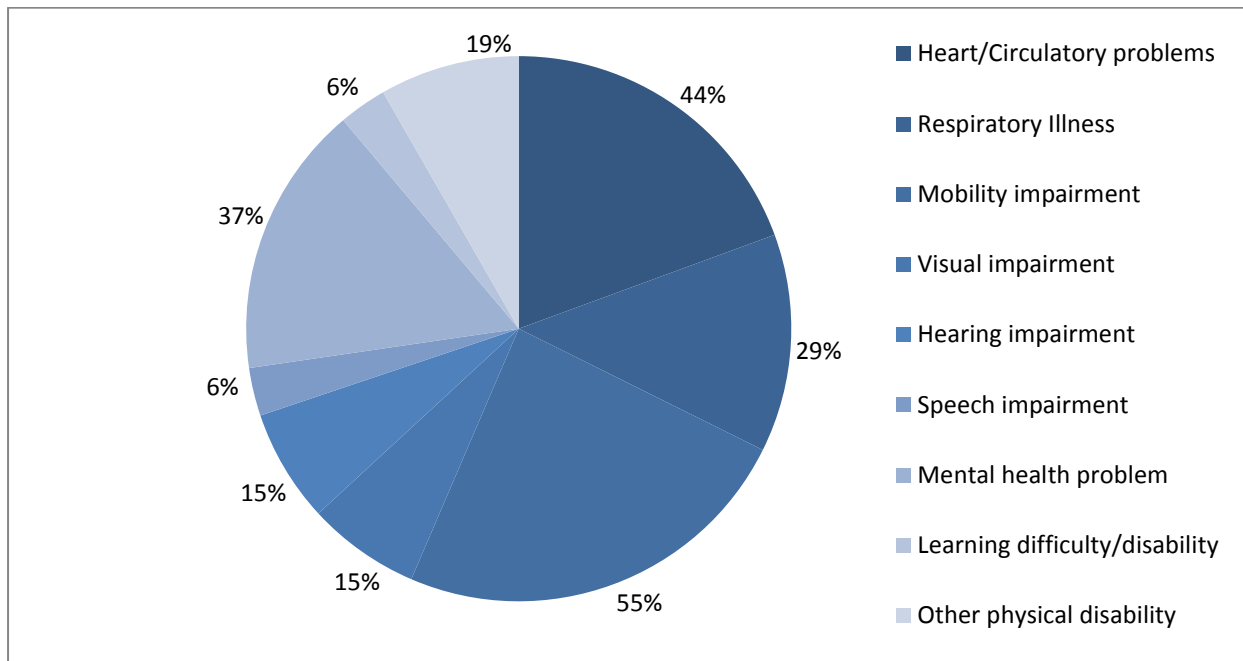


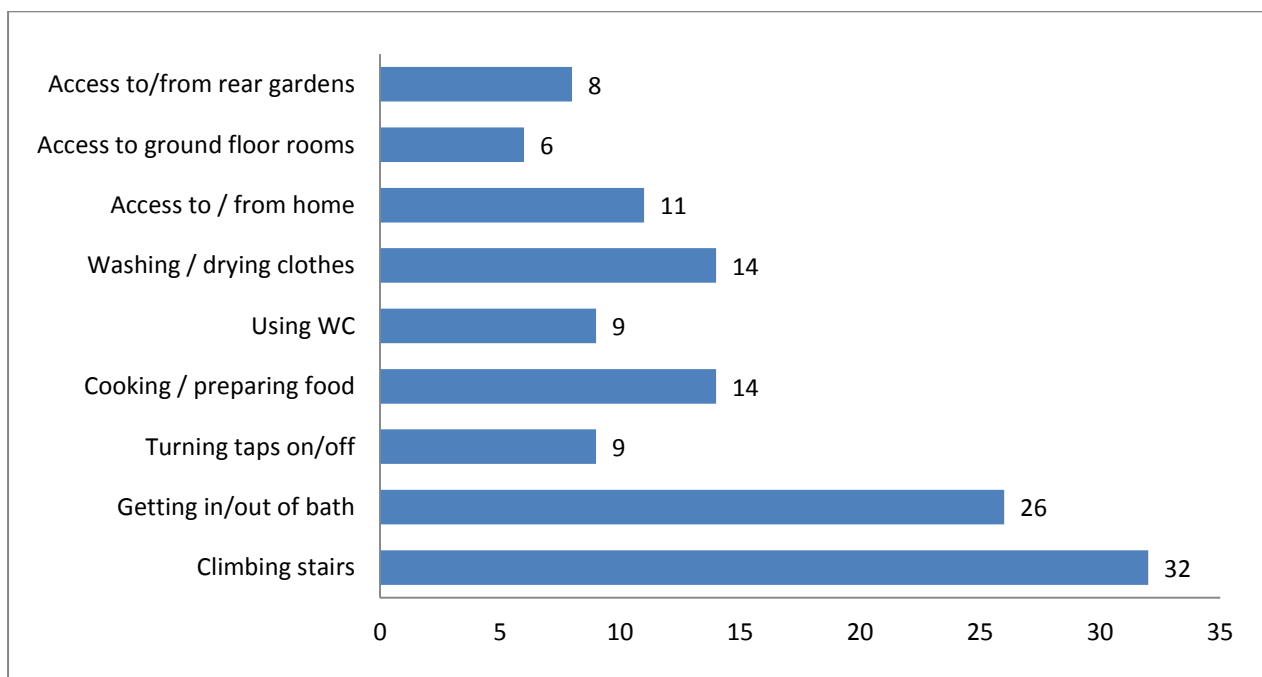
Figure 3 below breaks down the types of illnesses / disabilities reported.

Figure 3: Illness / Disability suffered by the respondents



The survey also questioned if any household members had difficulty with climbing stairs, getting in/out of the bath, turning taps, cooking / preparing food, using the toilet, and/or washing / drying clothes. Figure 4 shows the highest number of respondents had difficulty climbing stairs, followed by getting in and out of the bath.

Figure 4: Do any household members have difficulties with any of the following?



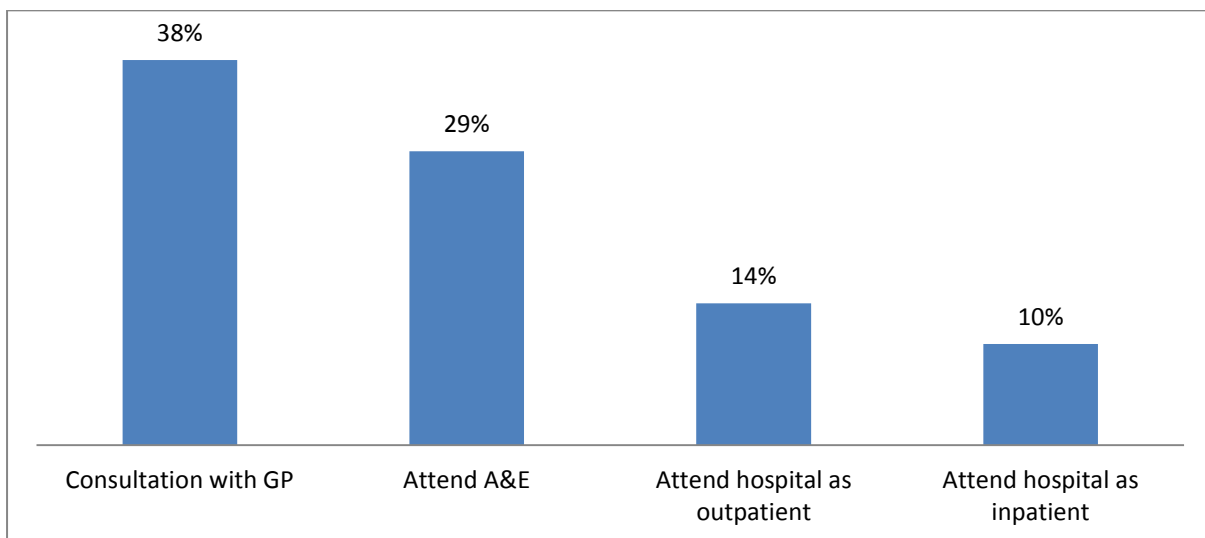
The survey explored the help respondents already received on a daily basis, such as help get up/go to bed, dress/undress, get washed, use the toilet, prepare a meal, and manage their medication or home. The results indicated that most do not get help (84%). For those respondents that do get help, 75% get it on a daily basis, rather than weekly (20%) or monthly (5%). This comes mostly from friends and family, but a few do pay for care workers themselves. None of the respondents have a publically paid for care worker.

Information...about the property

64% of the respondents were home owners (both with a mortgage or own outright), 28% rented privately or through a Registered Provider/ housing association, and 7% preferred not to say. None told us they are living with relatives, or reported being homeless.

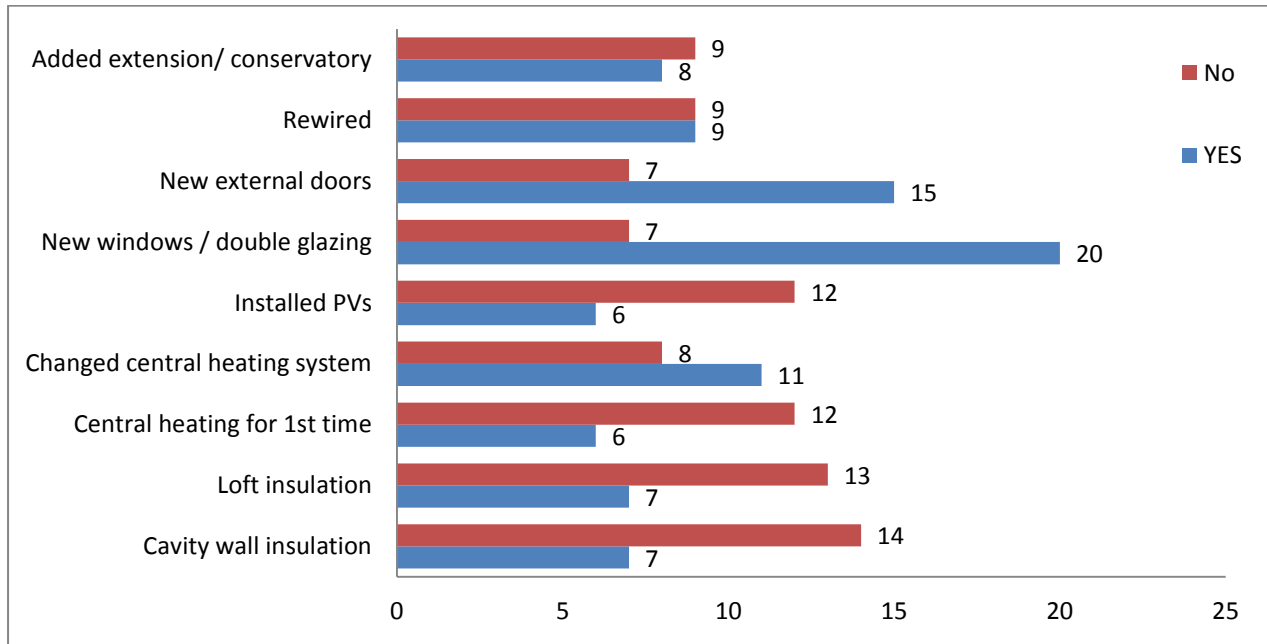
When asked if the design and/or condition of their home affect the health and well-being of them and/or their family, 45% said no, 35% answered yes but positively, and 20% said yes but negatively. This is supported by the fact that 80% of people have not had an accident in the home. When an accident has occurred, 38% had a consultation with a GP and 53% of accidents resulted in a visit or admission to a hospital; please refer to the Figure 5 below.

Figure 5: Did the accident result in any of the following?



When asked what improvements, if any, could be made to their home, the most popular answers were double glazing and new external doors. Cavity wall and loft insulation were cited as the least needed improvements, which might be due to the government’s national campaign to improve energy efficiency of properties. Additional improvements mentioned include a shower / wet room, gas fire, damp treatment and brickwork. Please see Figure 6 below.

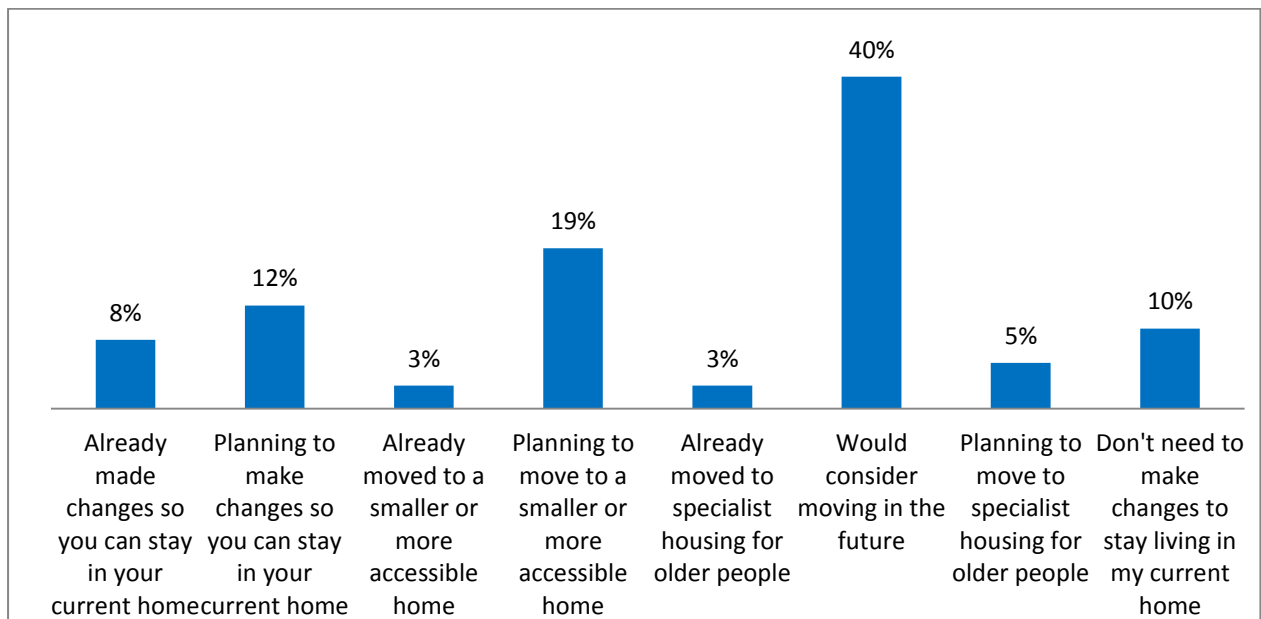
Figure 6: What improvements, if any, do you feel your home requires?



Information on...what people want from the future

Reviewing Figure 7 below, when asked about their needs as they grow older, the majority of people stated they would consider moving in the future (40%), followed by those that are planning on moving to a smaller or more accessible home in the future (19%). 12% of respondents are planning to make changes to their current home, with 8% having already made changes so they can stay.

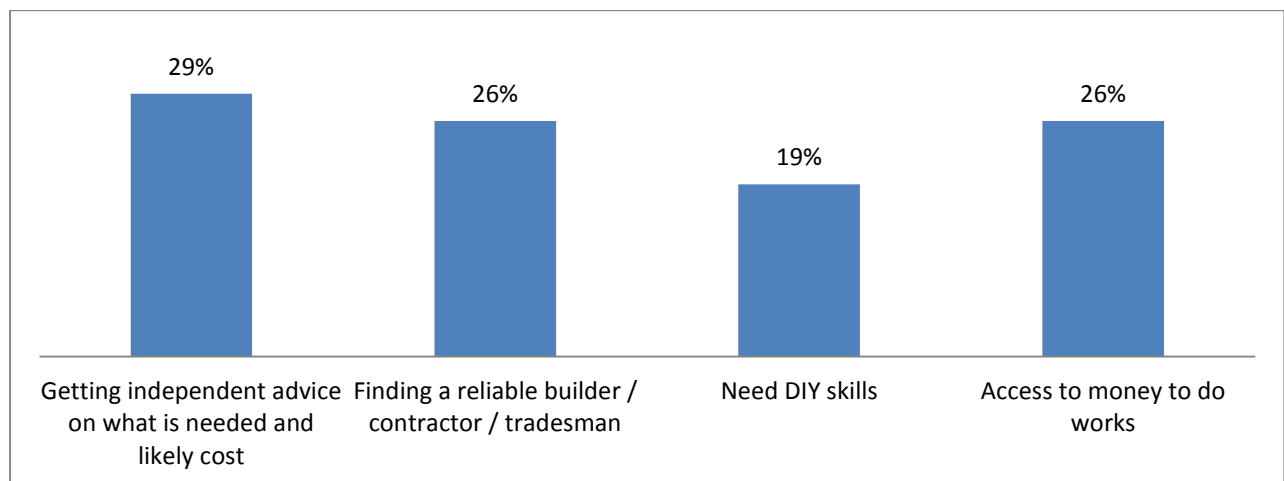
Figure 7: Thinking about your needs as you get older, have you, or are you



Looking at adaptations respondents have done or are planning to do, adaptations to the bathroom and fitting grab rails were the most popular. Additional changes included adding a new downstairs toilet / wash basin and installing a new boiler.

Reviewing the responses, there does not appear to be one specific barrier to respondents repairing or adapting their homes. Please refer to the graph in Figure 8:

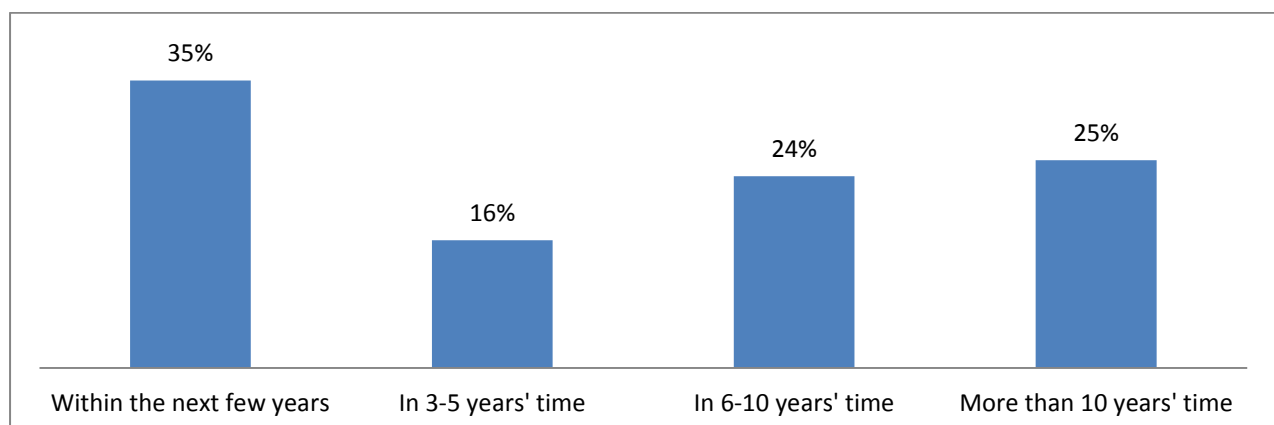
Figure 8: To what extent do the following act as a barrier to you repairing / adapting



When asked if it would be useful for the Council to provide a list of approved builders and contractors, 79% said yes. Finding a reliable builder and contractor is identified in Figure 8 as a barrier to repairing / adapting homes. It should be noted that Age UK does maintain a list of vetted contractors.

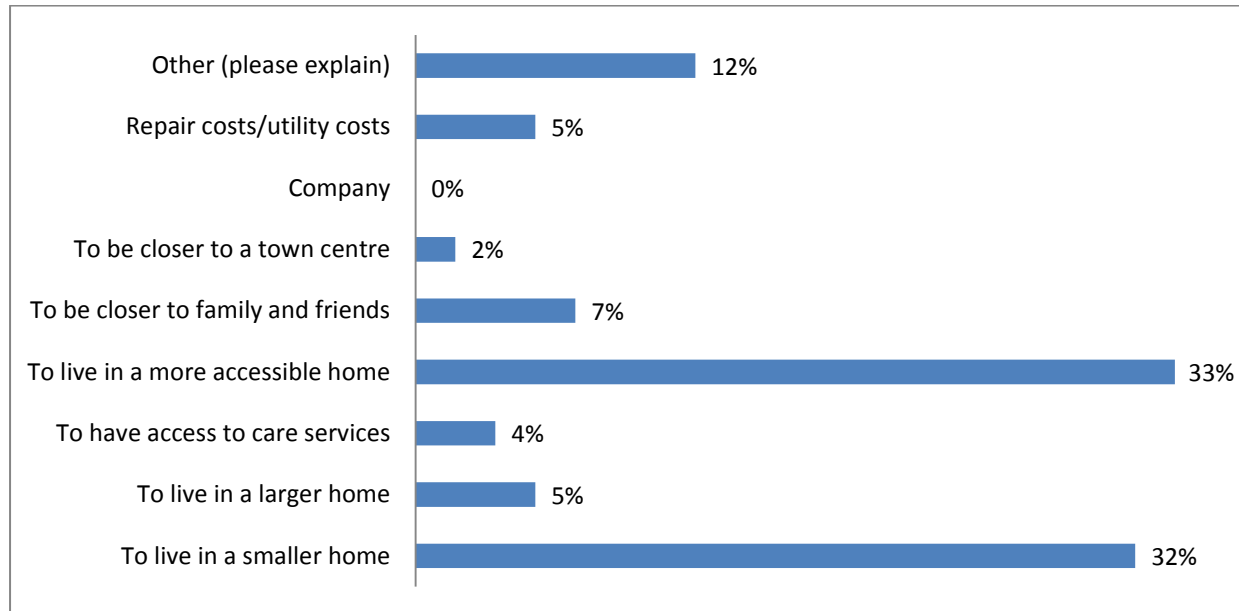
As displayed in Figure 9, 35% of respondents highlighted they are planning to move within the next few years.

Figure 9: If you haven't already moved, when are you planning to move?



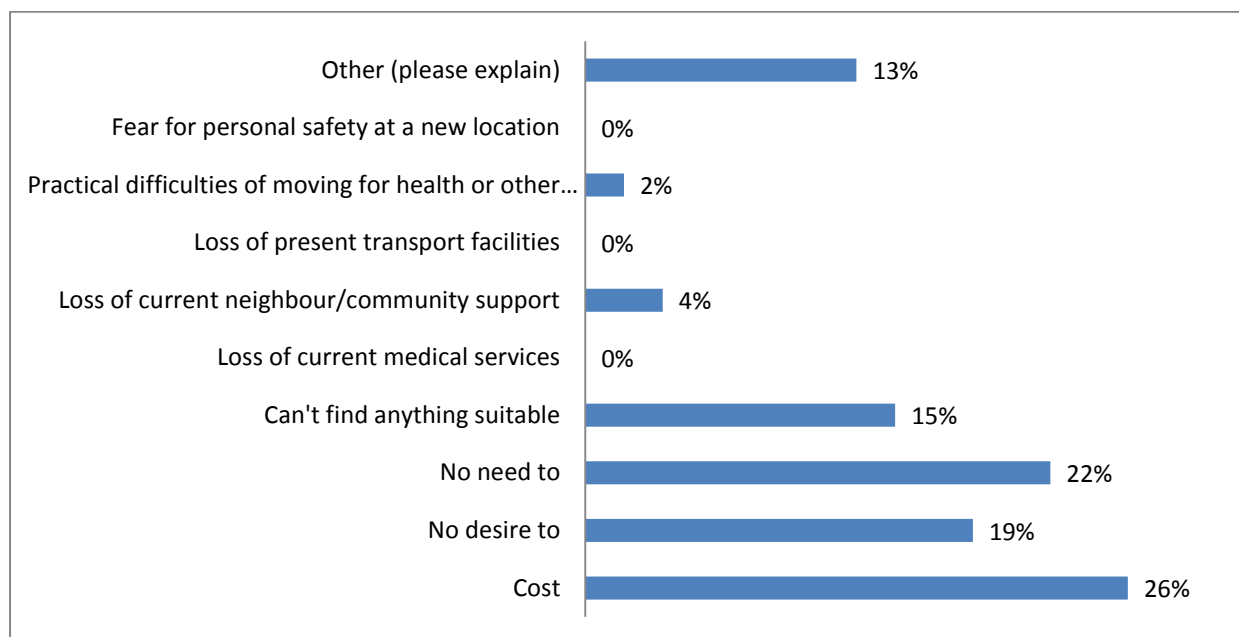
To understand why people want to move, we asked what the main reasons for this are. Looking at Figure 10, the stand out responses were 33% want to live in a more accessible home, and 32% want to live in a smaller home. Other responses include moving away from a main road due to fumes impacting health, parking issues, for better security, and to live in co-housing.

Figure 10: What is the main reason you moved or are considering moving?



The top three reasons stopping people from moving home are cost, no desire and no need. It is important to note that 15% of respondents answered they cannot find a property suitable for their needs, as shown in Figure 11 below.

Figure 11: What has stopped you moving from your current home?



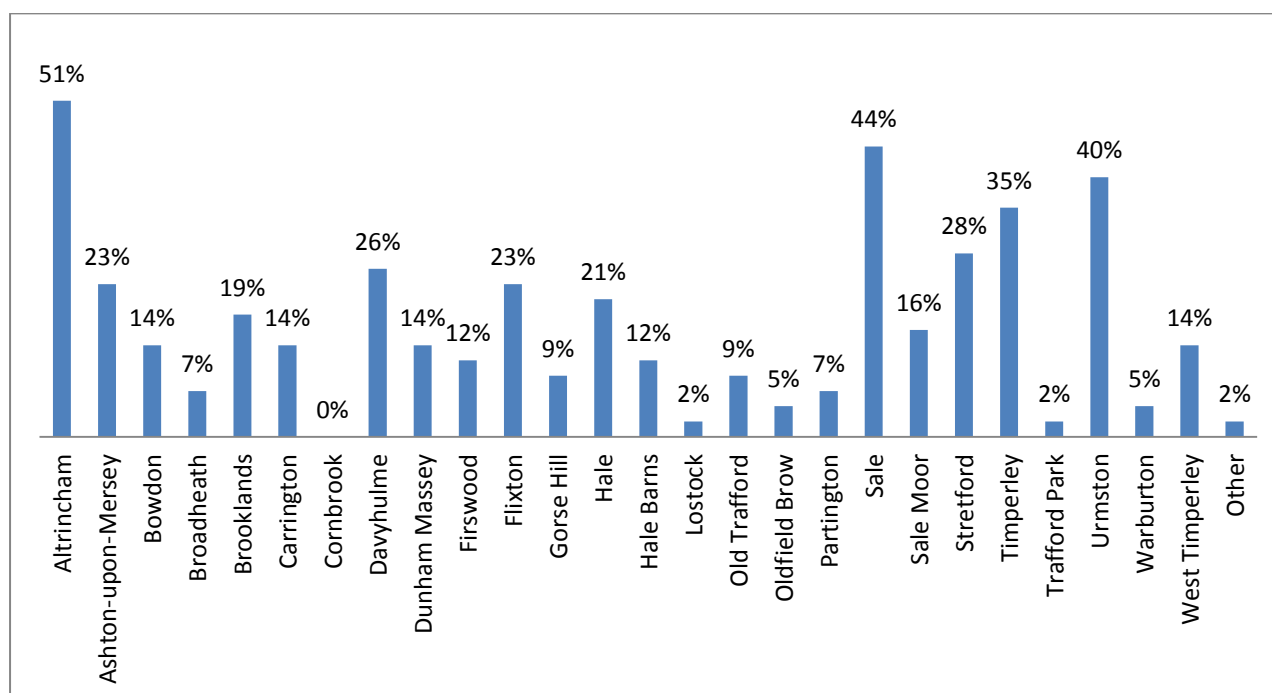
The survey asked residents what hobbies and activities do they or their family want to continue to access if they did move? This is to understand what social spaces/facilities are required, and what the ideal location(s) is for older people's housing. The answers given were:

- Music
- Swimming
- Bowling
- Social Club
- Walking / Running
- Book Club / Reading
- Theatre
- Cinema
- Shopping
- Eating out
- Keep Fit
- Gym
- Yoga / Pilates
- Exercise Groups
- Tennis
- Golf
- Dancing
- Family History
- Choir
- Gardening / Allotment
- Astronomy
- Knitting
- Visiting Hairdressers
- Pets / Dog walking
- Crafts
- Art Therapy
- Cycling
- Internet

Some respondents commented that they do not currently do any activities but would be interested in doing some. Interestingly however, when asked if they want more opportunities for community access, 57% of the respondents said no, and 43% answered yes.

The survey findings show that location of housing is an important factor to people, with 57% of respondents wanting to live near a Town Centre and 35% wanting to live on the outskirts of a town with good transport. Looking at particular locations, 79% want to remain in Trafford, 25% are happy to move to another GM Local Authority and 29% to another part of the UK. Within Trafford itself, the most popular areas people would like to move to are the borough's town centres; with 51% of respondents identifying Altrincham as a preferred choice, followed by 44% for Sale and 40% for Urmston. Please see the Figure 12 below for further information.

Figure 12: If you indicated a move within Trafford above, which area are you most likely to move?



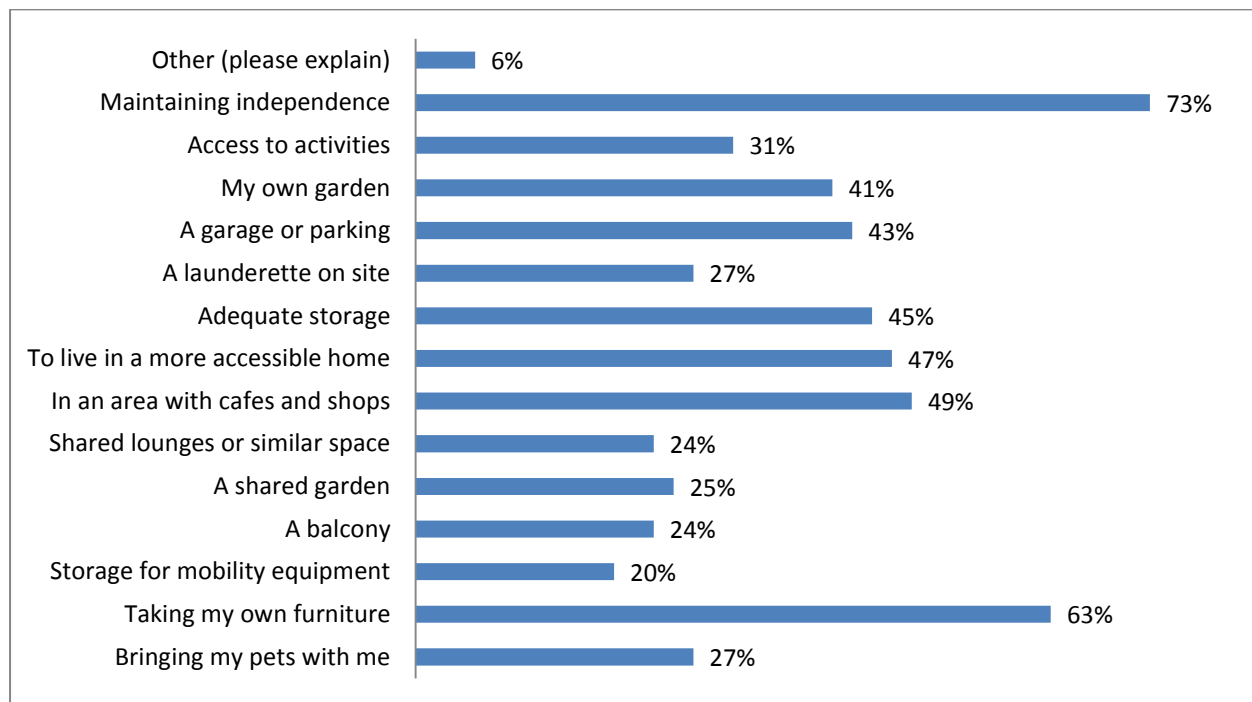
When asked about the size of their ideal home, two bed properties were indicated as the most desired (68%), with one bed properties the second most desired (20%).

Interestingly, when asked if access to on-site care and support was important, 36% said no, 30% said yes and 34% were not sure. This signifies that a one size fits all model may not work nor is necessary, and a high percentage of residents are unsure about what care and support they will need.

Answer choices:	%	No. of responses
Yes	30%	15
No	36%	18
Not sure	34%	17

However, people are very clear about what the most important aspects of older people’s housing is; that which allows them to maintain independence (73%) and that which would allow them to take their own furniture (63%) being the two most popular answers. Please see the Figure 13 for further information.

Figure 13: If you plan to move or have moved, what would be the most important aspects of the accommodation for you?



The survey asked what type of housing with support would residents consider moving into to, are planning to move into or have already moved into, yielded interesting results:

- ‘Sheltered housing’ is indicated as the most popular housing type **people would consider** moving into, with ‘extra care housing’ the least popular.
- ‘Sheltered housing’ was also indicated as the most popular housing type **people are planning to move into**, with ‘retirement housing’ the least popular.
- ‘Sheltered housing’ and ‘retirement housing’ are indicated as the most popular housing types **people have moved into**.

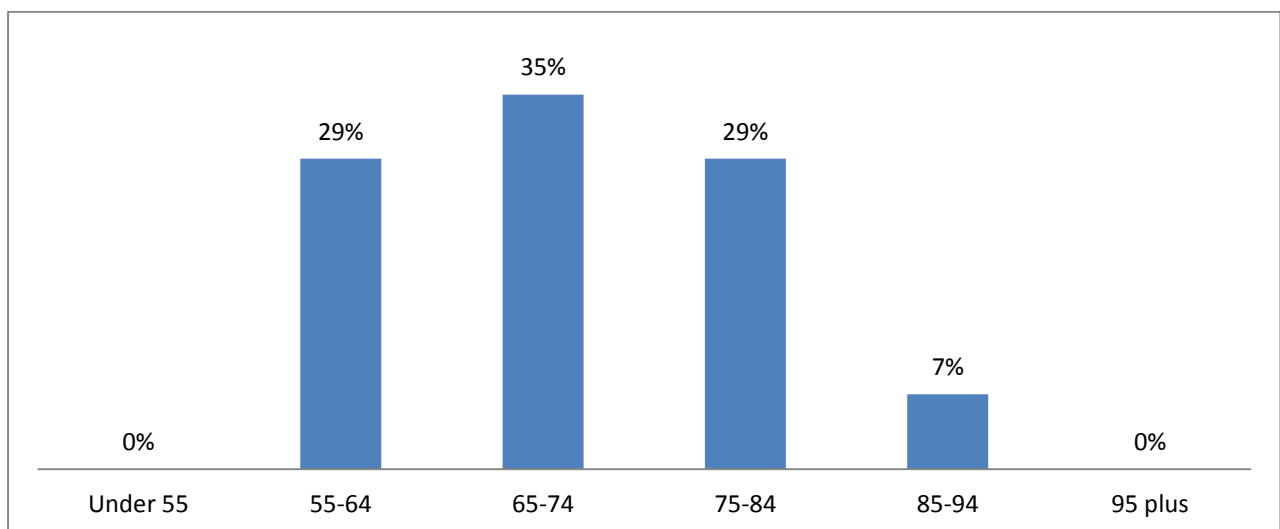
When asked about moving, respondents identified renting from the local council or housing association as the most desirable option (46%), followed by buying outright or with a mortgage (36%).

Feedback from the Stakeholder’s Survey

The majority of the stakeholders who completed the survey have sheltered housing stock (85%). Positively, when asked whether their accommodation was best suited for those aged over 55 years, and the related letting times, they answered that most void units are let quickly. In addition, turnover rates were not indicted as a problem, and in the low teens on average. When asked if any particular property type has a higher turnover than others, the stakeholders confirmed no property was harder to let than others. The stakeholders informed us through the survey that the vacancy rates for older people’s housing is comparable to overall vacancy rates for other property types.

Stakeholders stipulated that most people who live in older people’s housing are aged between 55-84 years old (please see the Figure 14 below). These results are interesting and might indicate that those older than this have to move to a care home facility.

Figure 14: Age Profile of your residents who live in older person housing



Stakeholders believe the main reason people move into older person accommodation is to have a more accessible home, and the support it can provide. The results suggest that older people want one or two bed units, compared to the residents’ survey in which two bed units were a clear preference.

Interestingly, the stakeholders also believe that onsite care and support is not vital. This might be due to the age profile of results within their accommodation. It is worth exploring if the absence of such care and support does force people to move out to a care home, even though onsite care is not identified as being vital.

When asked what the most important aspects of accommodation are for older people, stakeholders responded living in an accessible home and/or having a shared lounge / space.

Stakeholders feel there is no desire from residents to move from their current home, and that older people would prefer not to. In support to the residents' survey findings, grab rails and adaptation to bathrooms were highlighted by the stakeholders to be the most frequent property changes organisations do most often.

Finally, again supporting the finding of the residents' survey, the stakeholders indicate that older people's housing is most desired in town centres, close to shops and in areas with good transport links.

Feedback from the Stakeholder's Roundtable Event

Q1) What do you think is the main reason people move into older person accommodation?

- People become homeless due to private rented sector issues or a relationship breakdown/bereavement.
- Loneliness and social isolation, and those with friends already in a scheme.
- They desire an inclusive community, and want to live with people their own age.
- Activities that take place at schemes.
- Security / to feel safer / and have been targeted in previous home e.g.) burglary. People are looking for alarmed or schemes with warden calls. Pressure from relatives to move to safer, more secure property.
- The housing / scheme reputation.
- Better quality of accommodation.
- Require single floor housing.
- A treating health professional identified a need to move into specialist older person accommodation.
- Health / mobility issues require a need to move. This is typically the reason older males move.
- Crisis situation / last resort. They resist it as long as possible wanting to maintain their independence.
- Want to downsize their home.
- Care and support networks at home are not readily available, and families may not want or be able to offer the required amount of support needed.
- Social expectations that older people will eventually move to such accommodation.
- To release equity by selling their own homes.
- Looking for more affordable accommodation.
- Simply desire to move into older persons' accommodation.
- Lack of responsibility for repairs / maintenance.
- Heating provision – communal.

Q2) Would you say onsite care and support services are vital in order person housing?

- Mix of responses from stakeholder. Some answered it is not vital, but others think it is highly desirable. It was stated that care should be accessible, but doesn't need to be onsite. Others said it should be built in, and although it might not be important to residents when they initially move in it becomes vital if they are to stay longer.
- There is a problem at the moment with lots of different service providers being present in one scheme; it was felt that this needs streamlining to better manage and coordinate. Relationships with service providers and the care provider should be nurtured to provide more effective partnerships.
- Stakeholders believe there is not a one size fits all solution, and there should be different options available. There needs to be a step up / down approach to level of care.
- Scheme manager seen as very important to care delivery.
- Assisted technology is seen as a way to reduce staffing costs and increase independence.
- There is a problem with residents not admitting / recognising they need care or support.

Q3) From your knowledge what are the most important aspects of the accommodation for your older residents and how many bedrooms?

- Minimum of 2 beds, to give residents flexibility to use the spare room for a purpose they deem fit.
- Storage for belongings is a key issue. Space standards for rooms are important.
- Community and friends.
- Scheme Manger / handy person / caretaker support available to help with basics such as changing a light bulb and building flat pack furniture.
- Light, spacious, attractive housing, which is easy to clean and maintain.
- Modern feel – Need for new architectural designs and renovations to help change the view and stigma of traditional sheltered schemes.
- Secure and quality accommodation.
- Adaptations and facilities – level access showers, wider doorways, turning circles, storage, scooter storage and charge points, bed and chair sensors, fall sensors, and automatic / assisted doors,
- Accommodation that enables independence.
- Pendant alarms, GPS trackers, telecare and telehealth.
- Communal facilities including gardens. Older people might not need a communal area, but a large entrance for gathering is important.
- Accessibility – mobility scooter.

- Access to community facilities, GP, libraries, support with benefits.
- Disability friendly e.g. pavement parking.
- Sufficient parking - more older people with cars and for visitors.
- Cycle paths / walking routes.
- A need to review and share best practice.
- Pet friendly.

Q4) What type of specialist older people's housing would you say is most in demand?

- There was a mix of options with all types mentioned:
Sheltered housing: Good quality two bedroom accommodation, which allows independence to be maintained.
Extra Care: It was felt that this needs rebranding as people think extra care is another care home. Extra Care homes are normally newer builds so people like the schemes. Stakeholders feel that people are not moved into Extra Care homes quickly enough. Finally, it should be to rent and not just to buy.
Retirement housing: Private owner-occupier developments.
- HAPPI developments.
- Care Homes / residential homes.
- It is felt that population and income dictates the type of accommodation that people want.
- Close to local amenities and the local area.
- People's perceptions are important in influencing demand, for e.g. Extra Care properties are not just for the frail elderly.
- Demands may easily change with people's views of what they want and require in the future.
- A warden is important – it's different to other residents/neighbours as they are paid to knock on doors. Safety is a very important consideration.

Q5) What changes and adaptations does your organisation have to do the most often?

- Level access showers / wet rooms – baths are not wanted.
- Emergency pull cords / pendants / care worker alarms.
- Key safes.
- Grab rails.
- Lift and stair lifts.
- Height levels, such as plug sockets and low level counters.
- A comment was made that adaptations are risky for registered providers, in regards to re-let, and wasted money; and adaptations and services that allow older people to stay in their own home need to be included in the strategy.

Q6) Do you have issues regarding letting/selling your older people's accommodation? The Stakeholder Survey and vacancy rates said this wasn't the case, do you support this?

- Stakeholders expressed no issues in letting / selling stock in Trafford, because it's a popular area, with demand outweighing provision. Mostly, lets can be found through a list of people requesting for a particular scheme. Some studios take longer to let but are let eventually.
- There is normally a quick turnover in properties (2/3 weeks), including when little notice is given.
- Choice based letting is not appropriate for older people.
- Other GM areas have issues re demand & properties and they are redesigned.
- It takes more time for older people to make a decision regarding a property.
- Demand for upstairs properties (accessibility permitting).
- Older people can be put off with terminology used relating to older people's accommodation types.
- Need to think outside box - need links with local services – discharge team
- Stakeholders reported that residents desire to rent rather than buy, with shared ownership not being successful. For example, Limelight had 20 shared ownership apartments, but managed to sell just 6. The problem is that the property needs to be sold to someone with 'needs' – a financial assessment is required and there is no outright sales (shared ownership). There is also a bar on purchasers with more than £250k savings.
- Issue identified with switch from housing benefit to universal credit and no paying sheltered accommodation charge. So worries over people moving into sheltered.
- Provision of a garden is an issue, as people want one.
- Gender imbalance for housing association properties. These serve predominantly men and can't always attract women. Private sector retirement living is normally the opposite. This might suggest that women are more likely to choose to move and pick their new accommodation, whilst men might typically be forced to move to suitable accommodation due to ill health and so therefore are more likely to be in sheltered accommodation.

Additional points

- There were a number of barriers identified during the roundtable discussion; this included the issue with not being able to access Register Provider accommodation if already an owner occupier. It was felt that people would prefer to rent older people's accommodation rather than purchase. It should be easier for owner occupiers to rent this type of housing, and not just offer for them to buy or share ownership.

- It was expressed that selling shared ownership extra care on to someone else is hard, and this puts people off making this purchase; the Limelight was given as an example.
- HAPPI Standards (explored further within the Strategy itself) are seen as important, and are something to be encouraged through the Strategy.
- It is important to get people to want to move into older people's housing and enable this, rather than remaining in their current home that might not be suitable to their needs.

Next Steps

The above responses from stakeholders and residents will help inform Trafford's Older Peoples' Housing Strategy, and influence the action plan and priorities the Council sets for delivering housing that meets the needs of older people in the borough.

The draft Older Peoples' Housing Strategy will go out for formal consultation in July and August 2019 with the final version launched and published in September/October 2019.

Trafford Council would like to thank all those that took part in this consultation exercise.

Appendix 1 – Resident Survey



Let's talk with you about ... housing for the future?

Tell us your plans and help us plan for Trafford

We know that people will make different decisions about where they live as they get older. Some will want to stay living in the same place; others will look to move to more manageable homes; and some will feel that older people's specialist accommodation best suits their needs. Tell us your plans and help us plan for Trafford

So we'd like to know: What are your plans?

If you live in Trafford and are starting to think about where you want to live as you get older, we'd really love to hear from you. We want to hear from home owners and renters, and people living in all types of properties. If you've already moved, we'd also really like to hear about your reasons for moving.

This is your chance to influence:

- supported housing services for older people;
- the sort of accommodation on offer to older people;
- the amount of accommodation that is built; and
- where it is built.

Although this questionnaire is aimed at people aged 55 and over, we welcome views about older people's housing from Trafford residents of any age.

If you have any questions about the survey or need it in another format or language, please contact us on housing.strategy@trafford.gov.uk.

The consultation will begin on 07/01/2019 and will run for a period of 6 weeks. All responses should be received by no later than 23:45 on 17/02/2019.

Prize draw to win a £100 Love to shop voucher sponsored by...
Trafford Council is organising the prize draw.

By entering the prize draw, you agree to be bound by the terms and conditions of entry.

Further information regarding the prize draw is provided at the end of the questionnaire.



Trafford Older People's Housing Strategy 2019-2024

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Information about housing with support

Retirement Housing

Retirement housing is usually built by private developers. Once all the properties have been sold, the scheme is usually run by a separate management group who employ the scheme manager and organise maintenance and other services.



Speakman Court, Altrincham



St John's Lodge, Timperley

Sheltered Housing

These schemes typically offer self-contained accommodation for rent. They are usually supported by a scheme manager and 24-hour emergency help. There are often communal areas and some offer activities. Most accommodation is offered for rent, based on need, by local councils or housing associations.



Pavilion Lodge, Stretford



Millom Court, Timperley

Extra Care

Extra care is designed with the needs of frailer older people in mind and most services have eligibility criteria. Residents live in self-contained homes. It typically has more communal facilities and offers access to on-site domestic and personal care support.

Trafford Older People's Housing Strategy 2019-2024

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Oakfield Court, Urmston



The Limelight, Old Trafford

The Questionnaire

About you

If you are completing the survey as a couple or a family, please provide details for both of you. Otherwise just leave the row for Respondent 2 blank.

Q1) Are you:

Respondent 1: Male Female

Respondent 2: Male Female

Q2) Can you provide your postcode?

.....

Q3) Which of these age groups do you belong to?

Respondent 1: Under 55 55-64 65-74
 75-84 85-94 95+

Respondent 2: Under 55 55-64 65-74
 75-84 85-94 95+

Q4) Does anyone in the household suffer from a limiting long-term illness or disability?

Respondent 1: Yes No

Respondent 2: Yes No

Q5) Which illness/disability do household members suffer?

Heart/Circulatory problems	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A
Respiratory illness	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A
Mobility impairment	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A
Visual impairment	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A
Hearing impairment	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A
Speech impairment	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A
Mental health problem	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A
Learning difficulty/disability	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A
Other physical disability	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A
Other (please specify)						

.....

Trafford Older People's Housing Strategy 2019-2024

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Q6) Do any household members have difficulties with any of the following?

- | | | | | |
|-------------------------------|--------------------------|-----|--------------------------|----|
| Climbing stairs | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| Getting in/out of bath | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| Turning taps on/off | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| Cooking / preparing food | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| Using WC | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| Washing / drying clothes | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| Access to / from home | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| Access to ground floor rooms | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| Access to / from rear gardens | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |

Q7) Do you currently get help with your daily activities?

For example, help to do things like get up/go to bed, dress/undress, get washed, use the toilet, prepare a meal, manage your medication or your home.

Respondent 1: Yes No Planning to get help

Respondent 2: Yes No Planning to get help

Q8) If you said that you do get help with daily activities, who helps you?

Please tick all that apply.

- | | <i>Respondent 1</i> | <i>Respondent 2</i> |
|---|--------------------------|--------------------------|
| A family member or friend | <input type="checkbox"/> | <input type="checkbox"/> |
| A care worker paid for by Adult Social Care | <input type="checkbox"/> | <input type="checkbox"/> |
| A care worker who I pay for | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (please specify) | | |

.....
.....

Q9) If you get help from family and friends, how reliant are you on this help?

- Daily
 Weekly
 Monthly

Your home and housing choices

Q10) Is the property you live in:

- Owned outright with no mortgage
 Owned with a mortgage
 Rented privately (unfurnished)
 Rented privately (furnished)
 Rented from a housing association
 Temporary housing such as a hostel
 Shared with family or friends
 Other (please explain below)

.....
.....

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Q11) Do you think the design and/ or condition of your home affects the health and well-being of your family?

- No
- Yes – Positively
- Yes – Negatively

Q12) During the past year has any household member had an accident in the home?

- No
- Yes

Q13) Did the accident result in any of the following?

- | | | | | | | |
|-------------------------------|--------------------------|-----|--------------------------|----|--------------------------|-----|
| Consult with GP | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | N/A |
| Attend A&E | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | N/A |
| Attend hospital as outpatient | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | N/A |
| Attend hospital as inpatient | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | N/A |
| Don't Know | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | N/A |

Q14) What improvements, if any, do you feel your home requires?

- | | | | | | | |
|--------------------------------|--------------------------|-----|--------------------------|----|--------------------------|-----|
| Cavity wall insulation | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | N/A |
| Loft insulation | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | N/A |
| Central heating for 1st time | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | N/A |
| Changed central heating system | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | N/A |
| Installed PVs | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | N/A |
| New windows / double glazing | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | N/A |
| New external doors | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | N/A |
| Rewired | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | N/A |
| Added extension/ conservatory | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | N/A |
| Other (please specify) | | | | | | |

Q15) Thinking about your needs as you get older, have you, or are you:

- | | |
|--|-----------|
| <input type="checkbox"/> Already made changes so you can stay in your current home | Go to Q16 |
| <input type="checkbox"/> Planning to make changes so you can stay in your current home | Go to Q16 |
| <input type="checkbox"/> Already moved to a smaller or more accessible home | Go to Q17 |
| <input type="checkbox"/> Planning to move to a smaller or more accessible home | Go to Q19 |
| <input type="checkbox"/> Already moved to housing with support | Go to Q17 |
| <input type="checkbox"/> Would consider moving in the future | Go to Q19 |
| <input type="checkbox"/> Planning to move to housing with support | Go to Q19 |
| <input type="checkbox"/> Don't need to make changes to stay living in my current home | Go to Q32 |

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Staying in your current home

Q16) Please tell us about any changes and adaptations you have already had done or are planning to do:

Please tick all that apply.

	Already had done	Planning to do
Grab rails	<input type="checkbox"/>	<input type="checkbox"/>
Stair lift	<input type="checkbox"/>	<input type="checkbox"/>
Adaptations to bathrooms	<input type="checkbox"/>	<input type="checkbox"/>
Improved access such as ramps	<input type="checkbox"/>	<input type="checkbox"/>
Other (please explain below)	<input type="checkbox"/>	<input type="checkbox"/>

Q17) To what extent do the following act as a barrier to you repairing / adapting your home?

Getting independent advice on what is needed and likely cost	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
Finding a reliable builder / contractor / tradesman	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
Need DIY skills	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
Access to money to do works	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
Other (please explain below)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know

Q18) If the council provided a list of builders & contractors would you find this useful?

- Yes
- No
- Don't Know

Once you've answered Q32, please go to the Prize Draw at the end of the Survey.

Moving from your current home

Q19) If you haven't already moved, when are you planning to move?

- Within the next few years
- In 3-5 years' time
- In 6-10 years' time
- More than 10 years' time

Q20) What was the main reason you moved or are considering moving?

- To live in a smaller home
- To live in a larger home
- To have access to care services
- To live in a more accessible home
- To be closer to family and friends
- To be closer to a town centre
- Company
- Repair costs/utility bills
- Other (please explain:)

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Q21) What has stopped you moving from your current home?

- Cost
 - No desire to
 - No need to
 - Can't find anything suitable
 - Loss of current medical services
 - Loss of current neighbour/community support
 - Loss of present transport facilities
 - Practical difficulties of moving for health or other reasons.
 - Fear for personal safety at a new location
 - Other.....
-

Q22) What hobbies and activities do you or your family want to continue to access if you move?

.....

.....

Q23) Would you want more opportunities for community access? If so please give examples?

- Yes
 - No
 - Other.....
-

If you are planning to move, or would consider moving in the future, into housing with support please complete the next section. Otherwise, please go to the Prize Draw at the end of the Survey.

Housing with support has been used here as a term to describe housing that has been specifically designed to meet the needs of people with particular needs. It can refer to housing that has been purpose designed or designated for people when needs change to assist tenants to live independently. This may include people with physical disabilities, learning difficulties or mental health issues and is sometimes referred to as Specialist Housing.

Housing with support can also refer to housing designated to meet the needs of older people. This is characterised as housing that includes special design features and/or access to support to assist tenants to live independently for as long as possible in their own home.

Making decisions about moving into housing with support

Q24) Where would you like housing with support to be located?

- Near a town centre
 - Outskirts of town with good transport
 - Rural village
 - Other (please explain:)
-
-

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Q25) Which districts or boroughs would you consider moving to?

Please tick all that apply.

- Trafford only
- Another GM Local Authorities (Stockport, Manchester, Salford, Bury, Bolton, Oldham, Rochdale, Tameside, Wigan)
- Cheshire East
- Cheshire West and Chester
- Warrington

Moving aboard (If you are considering moving aboard please note the NHS guidance and changes to your NHS entitlements, please see <https://www.nhs.uk/using-the-nhs/nhs-services/visiting-or-moving-to-england/how-to-access-nhs-services-in-england>)

If moving aboard...

- Another part of the UK
- Not sure

Q26) If you indicated a move within Trafford above, which areas what area are you most like to move?

Please tick all that apply

- | | | |
|---------------------------------------|--|---|
| <input type="checkbox"/> Urmston | <input type="checkbox"/> Sale | <input type="checkbox"/> Stretford |
| <input type="checkbox"/> Timperley | <input type="checkbox"/> Altrincham | <input type="checkbox"/> Dunham Massey |
| <input type="checkbox"/> Hale Bams | <input type="checkbox"/> Partington | <input type="checkbox"/> Davyhulme |
| <input type="checkbox"/> Flixton | <input type="checkbox"/> Sale Moor | <input type="checkbox"/> Ashton-upon-Mersey |
| <input type="checkbox"/> Sale Moor | <input type="checkbox"/> Bowdon | <input type="checkbox"/> Gorse Hill |
| <input type="checkbox"/> Old Trafford | <input type="checkbox"/> Carrington | <input type="checkbox"/> Combrook |
| <input type="checkbox"/> Firswood | <input type="checkbox"/> Lostock | <input type="checkbox"/> Broadheath |
| <input type="checkbox"/> Hale | <input type="checkbox"/> Warburton | <input type="checkbox"/> West Timperley |
| <input type="checkbox"/> Brooklands | <input type="checkbox"/> Oldfield Brow | <input type="checkbox"/> Trafford Park |

Other.....

Q27) How many bedrooms would you want in the property?

- One Two Three Four plus

If you indicated a property of three or more bedrooms, what is the reason for this?

.....

Q28) Would it be, or was it, important to have access to on-site care and support services in the accommodation?

- Yes No Not sure

Q29) If you plan to move or have moved, what would be the most important aspects of the accommodation for you? Please tick all that apply.

- | | |
|--|--|
| <input type="checkbox"/> Bringing my pets with me | <input type="checkbox"/> To live in a more accessible home |
| <input type="checkbox"/> Taking my own furniture | <input type="checkbox"/> Adequate storage |
| <input type="checkbox"/> Storage for mobility equipment | <input type="checkbox"/> A launderette on site |
| <input type="checkbox"/> A balcony | <input type="checkbox"/> A garage or parking |
| <input type="checkbox"/> A shared garden | <input type="checkbox"/> My own garden |
| <input type="checkbox"/> Shared lounges or similar space | <input type="checkbox"/> Access to activities |
| <input type="checkbox"/> In an area with cafes and shops | <input type="checkbox"/> Maintaining independence |
| <input type="checkbox"/> Other (please explain below) | |



Please explain:

.....

Q30) What type of housing with support would you consider moving into to, planning to move into or have you already moved into?

	Would consider moving into	Planning to move into	Moved into
Retirement home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sheltered housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extra care housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please explain below)

.....

Q31) When moving would you rather:

- | | |
|--|---|
| <input type="checkbox"/> Buy outright or with a mortgage | <input type="checkbox"/> Have shared equity (part buy/rent) |
| <input type="checkbox"/> Rent from a local council | <input type="checkbox"/> Rent from a housing association |
| <input type="checkbox"/> Rent from a private landlord | <input type="checkbox"/> Not sure |

Prize Draw

Q32) If you would like to take part in the prize draw, please let us know and provide your contact details:

Your name:.....

Telephone number:.....

Email or postal address:

.....

Prize draw terms and conditions: Trafford Council is organising the prize draw, by entering the prize draw, you agree to be bound by the terms and conditions of entry.

1. This competition is open to all UK residents over the age of 18 years. Only one entry per person is allowed.
2. No purchase is necessary for entry. To enter, complete the questionnaire as appropriate, send your name and address details to the address shown. All entries must be received by the closing date specified. No entries received after this date, or entries that are incomplete or defaced, will be considered. Trafford Council accepts no responsibility for entries that are lost, damaged or incorrectly completed.
3. The winners will be selected at random from all qualifying entries (see point 1 above). The draw will take place within 28 days of the closing date.
4. The prize winner will be notified by email, post or telephone after the closing date. Failure to claim a prize within 14 days may result in disqualification and selection of a new winner. Only one prize per entrant will be awarded.
5. The organiser reserves the right to provide a substitute prize of equal or greater value. Prizes are non-transferable and no cash or credit alternatives will be offered.
6. The organiser's decision is final and no correspondence will be entered into.
7. The organiser will process the personal data of all entrants in accordance with the Data Protection Act 2018 and will not disclose the personal data to a third party without the

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entrant's prior consent. Winners accept that the organiser may disclose their names to the public with their consent.

8. The organiser and this competition are governed by English Law.

9. The winners may be asked to take part in publicity and the organiser reserves the right to use the names and location of winners and their photographs in any publicity subject to the provision of consent.

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Appendix 2 – Stakeholder Survey



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Stakeholder Questionnaire

YOUR ORGANISATION

Q1) What organisation are you from?

.....
.....

Q2) How many of your residents currently live in the below type of accommodation?

Retirement home
Sheltered housing
Extra care housing
Other (please explain below)

.....
.....

Q3) How many units does your organisation have to let to the over 55 year olds, and on average how many of these units are being let?

.....
.....

Q4) What is the turnover rates of specialist over 55 years accommodation within your organisation?

.....
.....

Q5) Further to the question above, do you find one type of property more likely to have a higher turnover rate amongst the over 55 year olds?

.....
.....

Q6) Can you provide details of how your vacancy rates for specialist over 55 years accommodation compares with your overall vacancy rates in comparison?

.....
.....

RESIDENT INFORMATION, REQUIREMENTS AND PREFERENCE

Q7) Do you have details regarding the age profile of your residents who live in older person housing? Percentage / number breakdown?

..... Under 55 55-64 65-74 75-84 85-94 95

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Q8) What do you think is the main reason people move into older person accommodation?

- To live in a smaller home
- To live in a larger home
- To have access to care services
- To live in a more accessible home
- To be closer to family and friends
- To be closer to a town centre
- Other (please explain:)

Q9) From your experience how many bedrooms would you say older people want in their properties?

- One Two Three Four plus

Q10) Would you say onsite care and support services are vital in older person housing?

- Yes
- No
- Not sure

Q11) From your knowledge what are the most important aspects of the accommodation for your older residents? Please tick all that apply.

- | | |
|---|--|
| <input type="checkbox"/> To live in a more accessible home/bungalow | <input type="checkbox"/> A balcony |
| <input type="checkbox"/> Adequate storage | <input type="checkbox"/> A launderette on site |
| <input type="checkbox"/> A garage or parking | <input type="checkbox"/> A shared garden |
| <input type="checkbox"/> Shared lounges or similar space | <input type="checkbox"/> Access to activities |
| <input type="checkbox"/> In an area with cafes and shops | <input type="checkbox"/> My own garden |
| <input type="checkbox"/> Having a pet | |
| <input type="checkbox"/> Other (please explain below) | |

Please explain:

Q12) What type of specialist older people's housing would you say is most in demand?

- Retirement home
- Sheltered housing
- Extra care housing
- Other (please explain below)

Q13) What stops your residents from moving from their current home?

- Cost
- No desire to
- No need to
- Can't find anything suitable

Other.....



Q14) What changes and adaptations does your organisation have to do the most often:

Please tick all that apply.

- Grab rails
- Stair lift
- Adaptations to bathrooms
- Improved access such as ramps
- Other (please explain below)

Please explain:

.....

Q15) From your knowledge, when your residents are looking to move into specialist older people's housing, where would they want the accommodation to be located?

- Near a town centre
- Outskirts of town with good transport
- Rural village
- Other (please explain:)

Q16) What areas do you find your residents most want to move to?

- | | | |
|---------------------------------------|--|---|
| <input type="checkbox"/> Urmston | <input type="checkbox"/> Sale | <input type="checkbox"/> Stretford |
| <input type="checkbox"/> Timperley | <input type="checkbox"/> Altrincham | <input type="checkbox"/> Dunham Massey |
| <input type="checkbox"/> Hale Barns | <input type="checkbox"/> Partington | <input type="checkbox"/> Davyhulme |
| <input type="checkbox"/> Flixton | <input type="checkbox"/> Sale Moor | <input type="checkbox"/> Ashton-upon-Mersey |
| <input type="checkbox"/> Sale Moor | <input type="checkbox"/> Bowdon | <input type="checkbox"/> Gorse Hill |
| <input type="checkbox"/> Old Trafford | <input type="checkbox"/> Carrington | <input type="checkbox"/> Cornbrook |
| <input type="checkbox"/> Firswood | <input type="checkbox"/> Lostock | <input type="checkbox"/> Broadheath |
| <input type="checkbox"/> Hale | <input type="checkbox"/> Warburton | <input type="checkbox"/> West Timperley |
| <input type="checkbox"/> Brooklands | <input type="checkbox"/> Oldfield Brow | <input type="checkbox"/> Trafford Park |

Other.....

Q17) Any other comments?

.....

*Thank you for filling out this questionnaire.
If you have any further comments or queries, please email
housing.strategy@trafford.gov.uk or contact us on 0161 912 4176*

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